



QUARTERLY NEWSLETTER

# TRAVELER ASSISTANCE & TECHNOLOGY: THE WAY TO GO

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## 511: FREE TRANSPORTATION INFORMATION HOTLINE!



511 is the new traffic information service available in Miami-Dade, Broward, Palm Beach and Monroe counties. It is part of a growing nationwide Intelligent Transportation System (ITS). Just dial 511 and follow the prompts that guide you through the automated system for up-to-the-minute traffic information about the routes or roadways you request.

### A FREE SERVICE

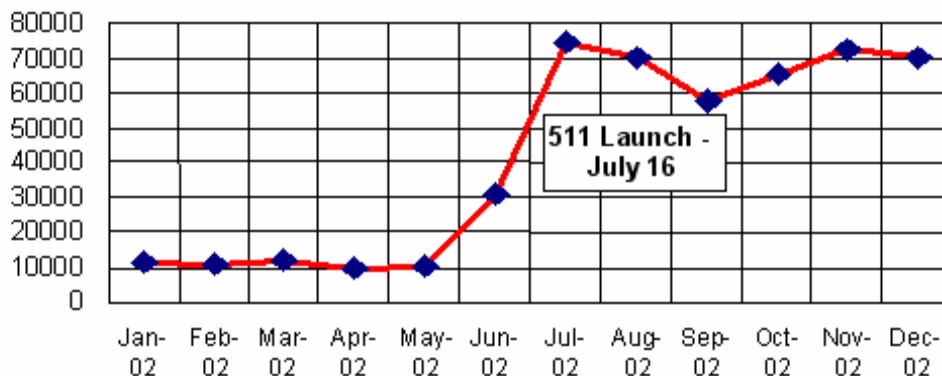
- Information can be accessed 24 hours a day, seven days a week.
- Future service will provide public transit information (see page 4).
- Can be dialed from a BellSouth landline, or cellular phone service by AT&T Wireless, Cingular Wireless, NEXTEL, Sprint Wireless, and Voic-eStream.

After dialing 511, callers hear a short menu directing them

to select English or Spanish and the number of the road they will travel on. For example, I-95 drivers punch in 95 and then 1, 2, or 3, depending on the county. Drivers on the Florida Turnpike can either enter TPK or 875. For the Sawgrass, it's 869. The menu offers a complete listing of major area expressways and cross streets in the three counties.

The number of calls to 511 has increased seven-fold over the old "Smart Traveler" system.

South Florida Monthly Call Counts



This quarterly newsletter is dedicated to an important aspect of our metropolitan transportation program: the Sunguide services program managed by the Florida Department of Transportation.

## SUNPASS PREPAID TOLL PROGRAM

**W**hat is the SunPass® Prepaid Toll Program?

SunPass® is a statewide Prepaid Toll Program being implemented by the Florida Department of Transportation on most of Florida toll roads. The innovative system incorporates the latest in prepaid toll programs, saving commuters

time and money, while creating more efficient, less congested roadways. The Miami-Dade Expressway Authority also has this service.

How does the SunPass Prepaid Toll Program work?

Small, pocket sized device called "the transponder" is

attached inside your car windshield -- just below the rear-view mirror -- which communicates with special toll plaza antennas. As the car passes through the toll plaza dedicated to mixed-use lanes, the plaza equipment electronically deducts the toll charge from the customer's toll Prepaid Account.



How can you sign up for SunPass?

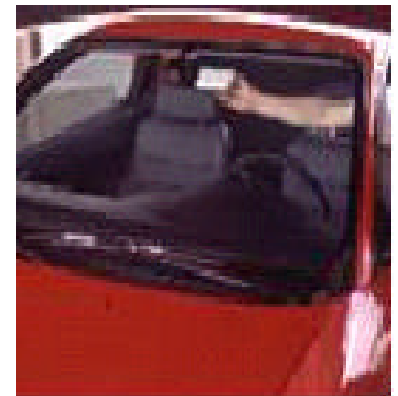
Motorists can order online or by calling our SunPass Customer Service Center toll-free at 1-888-TOLL-FLA (1-888-865-5352).

## WHAT IS THE SUNPASS TRANSPONDER?

**T**he transponder is your interface to the SunPass® Prepaid Toll Program.



The transponder is the tangible part of the SunPass System. Once attached to your vehicle, it transmits a radio signal to sensors mounted on the SunPass toll lanes themselves. Instantly, the transponder relays the proper toll amount, and displays that the toll has been deducted from your Prepaid Account.



*SunPass Transponder  
Sales to date:*

*Statewide - 800,000*

*Miami-Dade - 260,000*

**T**he cost of purchasing a transponder is \$25 plus tax, along with a required \$25 minimum initial balance. That means you can get started with the SunPass system for as little as \$50+tax.

To establish your personal SunPass Prepaid Account you may:

- Visit the website at [www.SunPass.com](http://www.SunPass.com)
- Call 1-888-TOLL-FLA (1-888-865-5352)

**GET STARTED FOR ONLY \$50**



## ROAD RANGERS

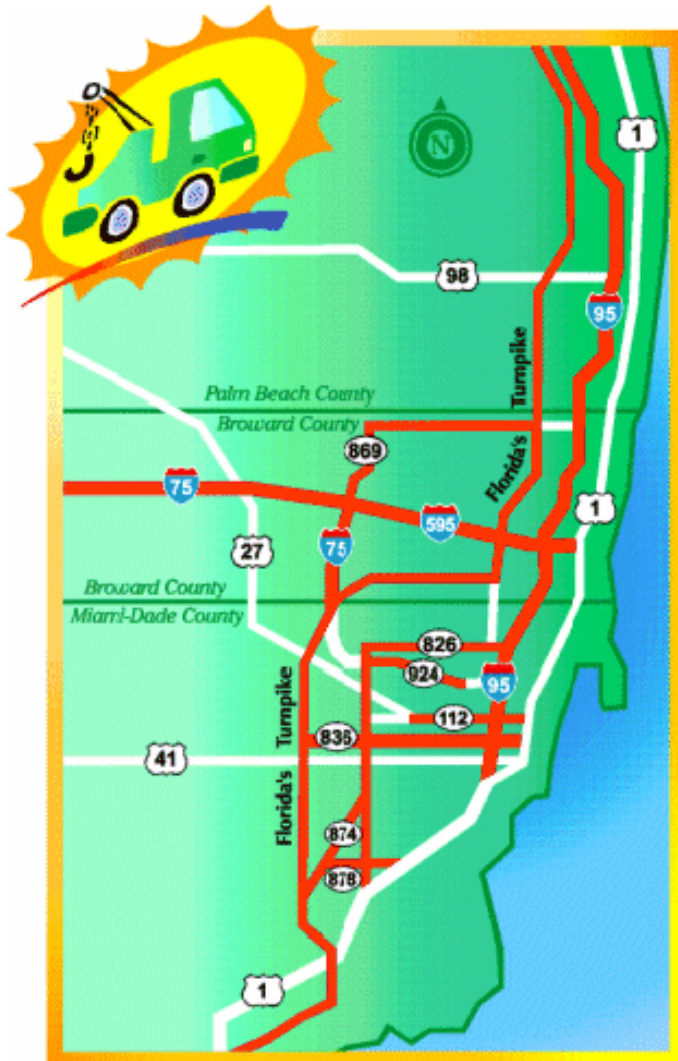
**A FREE SERVICE:**  
Since 1997, the Road Rangers have been prowling the roadways of Miami-Dade County looking for motorists in distress. They come armed with battery chargers, jumper cables, gas cans, jacks, tools to fix flat tires, a fire extinguisher, a first

aid kit and many other emergency essentials. Their service is free of charge to the motorists.



### In Miami-Dade County:

- Service assists in 2002: 71,963
- Service assists in 2001: 70,680
- Service assists in 2000: 48,227
- 30 Vehicles in the Fleet
- Provides service to approx. 90 centerline miles



**W**hat is Road Rangers? A free service through contracted specialized tow trucks that help stranded motorists, remove roadway debris and assist the Florida Highway Patrol (FHP) during incidents on area highways.

Who provides this service?: The Florida Department of Transportation (FDOT) and Miami-Dade Expressway Authority (MDX).

- Where: I-95, I-595, I-75, State Road 836 (Dolphin), State Road 826 (Palmetto), State Road 112 (Airport), State Road 874 (Don Shula), State Road 878 (Snapper Creek), State Road 924 (Gratigny), and Florida's Turnpike.
- When: The SunGuide Road Rangers presently operate 24 hours a day, 7 days a week in Miami-Dade County and Palm Beach County. Road Rangers operate in Broward County 6 a.m. to 7 p.m., Monday through Friday. On the Florida Turnpike, the Road Rangers operate during the peak traffic periods, 365 days a year.

*Dial \*FHP  
for Road Ranger  
Assistance.*





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*Planning the Future of Transportation!*

*Regional "Transit Consumer Information Network" in the Works*

*The transit Consumer Information Network (CIN) will provide a common database for transit operations in South Florida and could be accessed through the South Florida's SunGuide Advanced Traveler Information System (ATIS) and the 511 travel information system.*



*Transit agencies comprising South Florida's Regional Transportation Organization (RTO) have approved a Joint Participation Agreement (JPA) pledging cooperation to create a regional transit database for use in Miami-Dade, Broward and Palm Beach counties. FDOT and the RTO will supplement the SunGuide contract to create and maintain the regional transit database.*

**[WWW.CO.MIAMI-DADE.FL.US/MPO](http://WWW.CO.MIAMI-DADE.FL.US/MPO)**

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